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CONSUMER ALERT

Toyota and Lexus Vehicles Voluntary Safety Recalls (Revised 4/20/10)

Dear Consumer:

The New Jersey Division of Consumer Affairs has prepared this Consumer Alert in response to the voluntary recall announcements made by Toyota Motor Sales, U.S.A., Inc. (Toyota) regarding potential safety related problems with certain Toyota and Lexus vehicles. Toyota is conducting seven (7) separate voluntary recall campaigns for the vehicles listed below. Some vehicles are subject to more than 1 recall. The potential problems, if left uncorrected, may create a dangerous driving condition which could lead to an accident, serious injury or death on the road. From the www.toyota.com website, they are:

1. STICKING ACCELERATOR PEDAL

Toyota

2009- 2010 RAV4
2009- 2010 Corolla
2009- 2010 Matrix
2005- 2010 Avalon

Toyota

2007- 2010 Camry
2010 Highlander
2007- 2010 Tundra
2008- 2010 Sequoia

NOTE: Highlander hybrids and Camry hybrids are not involved in this recall action. Camry, RAV 4, Corolla and Highlander vehicles with Vehicle Identification Numbers (VINs) that begin with "J" are also not involved.

2. FLOOR MAT ENTRAPMENT OF ACCELERATOR PEDAL

Toyota

2007- 2010 Camry
2005- 2010 Avalon
2004- 2009 Prius
2005- 2010 Tacoma
2007- 2010 Tundra
2008- 2010 Highlander
2009- 2010 Corolla
2009- 2010 Venza
2009- 2010 Matrix

Lexus

2006- 2010 IS 250
2006- 2010 IS 350
2007- 2010 ES 350

3. ANTI-LOCK BRAKE SYSTEM

Toyota

2010 Prius (produced since May 2009)

Lexus

2010 HS 250h

4. POWER STEERING HOSE

Toyota

2010 Camry

NOTE: Toyota reports that this recall affects approximately 7,300 early production vehicles equipped with the 4-cylinder engine.

5. FRONT DRIVE SHAFT

Toyota

2010 Tacoma (4WD)

NOTE: Toyota reports that this recall only affects certain vehicles and estimates that approximately 8,000 vehicles will require an inspection. Based upon the inspection results, the drive shaft may need to be replaced in a limited number of cases.

6. POTENTIAL CORROSION IN SPARE TIRE CARRIER CABLE

Toyota

1998-2010 Sienna

7. VEHICLE STABILITY CONTROL (VSC) SYSTEM

Lexus

2010 GX 460

Owners will be notified by mail if their vehicle is affected by any of the voluntary recalls listed above. Below is a time-line of the recall activity with more detail about the individual recalls and some helpful phone numbers and web links for further information.

September 29, 2009: The National Highway Traffic & Safety Administration (NHTSA) posted an alert on its website to all Lexus and Toyota owners about the potential for their accelerator pedal to get stuck in the open throttle position because of entrapment by the floor mat.

October 5, 2009: Toyota begins recalling vehicles that have the potential of the accelerator pedal getting stuck in the open throttle position because of entrapment by the floor mat.

November 25, 2009: A remedy to fix the potential safety issue with the floor mat entrapment of the accelerator pedal was announced which includes reconfiguring and replacing the accelerator pedal as well as providing redesigned floor mats. As a precaution, consumers are strongly urged to remove the floor mats on the driver's side while awaiting notification from Toyota and receiving the remedies being provided.

January 21, 2010: In a separate recall action, Toyota announced that it would recall approximately 2.3 million vehicles with the potential for sticking accelerator pedals not related to interference by the floor mats.

January 26, 2010: Toyota announced that it is instructing dealers to temporarily halt sales of eight models involved in the recall for the sticking accelerator pedal until a remedy is finalized.

February 4, 2010: NHTSA announced its plans to open a formal investigation of the 2010 Toyota Prius Hybrid in response to complaints received alleging a feeling of momentary loss of braking capability while the vehicle is traveling over uneven or bumpy road surfaces. The agency says it has received 124 reports from consumers, including 4 alleging that a crash had occurred.

February 5, 2010: Toyota has reported that repairs have begun on recalled vehicles. Recall notices are being mailed to consumers with instructions to follow. A sample letter can be viewed at the following link: [Sample Owner Notification Letter](#) (Please note that if you would like to update your vehicle ownership or contact information, please go to www.toyota.com/ownersupdate. Have your 17-digit Vehicle Identification Number (VIN) ready to enter in).

February 8, 2010: Responding to reports made to NHTSA about drivers experiencing a feeling of momentary loss of braking capability under certain road conditions, Toyota announced that it will conduct a voluntary safety recall on approximately 133,000 2010 Prius and 14,500 2010 Lexus HS 250h vehicles to update software in the vehicles' anti-lock brake system. Toyota says that only Prius vehicles produced since May 2009 and all HS 250h vehicles are subject to the recall. The company plans to begin mailing notification letters to owners whose vehicles are involved in the recall within the next few weeks. In addition, approximately 7,300 2010 Camry vehicles equipped with the 4 cylinder engine are being recalled to address a potential problem with the power steering hose which may, if in contact with the front brake tube, cause a brake fluid leak.

February 12, 2010: Toyota announces that it will conduct a voluntary safety recall to inspect the front drive shaft on certain 2010 Tacoma 4WD trucks. The front shaft in approximately 8,000 vehicles may include a component that contains cracks which may eventually lead to the separation of the drive shaft at the joint portion. Dealers will be instructed to perform an inspection. Toyota believes the front drive shaft may need to be replaced in a limited number of cases.

April 16, 2010: Toyota announces a voluntary safety recall involving approximately 600,000 Sienna 2WD minivans (1998-2010 model years) to address the potential for the spare tire carrier cable to become corroded and fail which could result in the spare tire separating from the vehicle and becoming a road hazard for vehicles following behind. Toyota believes that prolonged exposure to road salts may cause excessive corrosion of the cable.

April 19, 2010: Toyota announces that it will conduct a voluntary safety recall to update Vehicle Stability Control (VSC) system software on the 2010 Lexus GX 460 sport utility vehicle. Toyota believes that the software update will address the concerns raised by *Consumer Reports* over the potential for the vehicle to rollover in an emergency-handling situation such as entering a highway exit ramp and reacting to avoid an unexpected obstacle. The recall affects approximately 9,400 vehicles.

April 19, 2010: U.S. Department of Transportation Secretary Ray LaHood issued a statement that Toyota has agreed to pay a \$16.375 million fine for failing to notify the National Highway Traffic Safety Administration (NHTSA) of a dangerous accelerator pedal defect for almost 4 months. The fine is the largest permitted by law.

In a letter to New Jersey Attorney General Paula T. Dow, Toyota has stated that it will accommodate consumers who have a concern about driving a recalled vehicle to the dealership for repairs or using it while waiting for repairs to be performed. These concerns will be addressed on a case-by-case basis. Accommodations will be provided at no cost to the consumer and may include:

- Expediting the scheduling of repairs;
- Picking up and returning the vehicle by a dealer representative or flatbed truck;
- Providing alternate transportation to the owner, such as a rental vehicle, loaner vehicle or taxi reimbursement; and/or
- Driving the owner to the dealership and/or his/her place of work.

Consumers should be aware that Toyota and Lexus both offer arbitration and mediation services through a program run by the National Center for Dispute Settlement (NCDS). The NCDS is taking complaints but only if the consumer has experienced or is currently experiencing a problem with their vehicle. Consumers are encouraged to refer to their Owner's Warranty Rights Notification booklet for details about this program. There is no charge to file a dispute.

Consumers may reach the NCDS by calling **(800) 777-8119**. You can visit the organization's website at www.ncdsusa.org.

In the event that a recall repair fails to correct a particular defect, consumers may be eligible for a hearing under New Jersey's Lemon Law. Consumers are urged to learn more about the Lemon Law and its requirements, which are detailed in the [Lemon Law guidebook](#), before submitting an application to the Unit. The Lemon Law Unit is available to answer your questions and may be reached at **973-504-6226** or by email at lemonlaw@dca.lps.state.nj.us.

For the latest information on these important issues, a link to more detailed information and answers to some frequently asked questions you are encouraged to visit Toyota's website at www.toyota.com. Questions and concerns may be addressed by calling Toyota's Customer Experience Center at **(800) 331-4331**. Lexus owners may call **(800) 255-3987**.

You may also find helpful information about the voluntary recalls on the NHTSA website at www.nhtsa.gov. NHTSA's toll-free hotline number is **(888) 327-4236**.

The Division of Consumer Affairs understands that this may be a difficult and confusing time for you and appreciates your understanding. We will make every effort to keep you informed of the latest developments.

Sincerely,

The Division of Consumer Affairs